

## FORT HAYS STATE UNIVERSITY LEARNING TECHNOLOGIES

Forward thinking. World ready.

# SafeAssign Troubleshooting for the Recent Error: "Not Logged In SafeAssign"

#### **Problem Description**

A student receives the following error when posting an assignment, "Sorry, we do not think you are logged in to SafeAssign. Your session may have timed out. If you have received this message in error, please contact your system administrator."

#### Solution to give to students:

Check your browser to be sure it is configured to accept 3rd party cookies. Alternatively, clear out the cookies from your browser, clear temporary internet files, and the java temporary files. The problem has mostly been with Firefox and Safari on MACs.

See Blackboard Compatible Browsers Settings page for more information.

#### To Allow Third-party Cookies:

#### Mozilla Firefox

Select Preferences from the Firefox menu Click the Privacy tab. Place a check beside "Accept third party cookies" and "Accept third party cookies."

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Click here for detailed instructions



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#### Google Chrome

1. Click the Chrome

menu on the browser toolbar.

- 2. Select Settings.
- 3. Click Show advanced settings.
- 4. In the "Privacy" section, click the **Content settings** button.

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- 5. In the "Cookies" section, you can change the following cookies settings
- 6. Place a check beside "Allow local data to be set " and click Done

Content settings	×					
Cookies						
Allow local data to be set (recommended)						
Keep local data only until I quit my browser						
Block sites from setting any data						
Block third-party cookies and site data						
Manage exceptions All cookies and site data						
Images						
Show all images (recommended)						
Do not show any images						
Manage exceptions						
JavaScript						
<ul> <li>Allow all sites to run JavaScript (recommended)</li> </ul>						
Do not allow any site to run JavaScript						
Manage exceptions						
Handlers						
Do	ne					

Safari

Open the Safari menu and select Preferences, Click the Security tab Select the radio button beside "Always" under Accept Cookies.